

Lynn's Turn: Opening Doors With PRIDE

The woman had tears in her eyes. Standing next to her car in the LVHN-Mack Boulevard parking lot, this colleague was visibly upset. Her morning suddenly took a turn for the worse when she realized she had locked her keys in her car. Another colleague walking by noticed the woman's frustration and approached her, even though she didn't know her. The colleague placed her arms around the distraught woman, consoled her and offered to call security for help.

I also was in the parking lot that morning. What I saw touched me, and it told me a lot about what makes LVHN exceptional: our people. As I watched one colleague show empathy (one of our PRIDE behaviors) to another, I thought about the power of PRIDE. Three things came to mind:

1. PRIDE is for all colleagues, whether you work at the bedside or in an office. We often associate PRIDE with patient care. While treating patients and their families with PRIDE is vitally important, PRIDE means more than that. In fact, our refined PRIDE behaviors start with the way we treat each other, and flow to our patients and community members. I guarantee that when the colleague who was having a bad day finally got to work, she was energized to do something special for someone else because someone was kind to her. PRIDE is contagious. When you experience it, you're driven to pay it forward.

2. PRIDE brings people together. These women were colleagues, yet strangers. Not anymore. That one moment created a common and lasting bond between them. Another example comes to mind. Each member of HR's recruitment team recently pitched in to cook a meal for families staying at the Hackerman-Patz House. Their involvement (another PRIDE behavior) in the meal prep was good for team building. It reinforced in them that great things happen when you work together toward a common goal.

3. PRIDE opens doors (pun intended). When barriers are removed, problems are solved and improvements are made. Here's another example, and it's something that happens every day. The respect (PRIDE behavior alert) exhibited during open and transparent discussions at department huddles often lead to innovative ideas that make our health network even better.

I'm sure you see PRIDE happening every day too. Remember: PRIDE is contagious. So, the more you model these behaviors, the more we'll begin to feel PRIDE permeate our culture.

Thanks for making the PRIDE Promise and pass it on.
Lynn



About me: My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. My mission is to make LVHN an even better place to work, where colleagues feel valued and have the tools to live their best life possible. In this blog, I plan to cover the issues most important to you. I hope you will feel comfortable asking questions and sharing your concerns. In return, I'll share information about our policies and how LVHN is working to support you.

Are We Reaching our Goals in January?

We need your help. Currently, we are not meeting some of our health network goals (see chart). But if we work together, we can give the people of our community the better health, better care and better cost they expect and deserve. Here are things you can do to enhance our performance and turn our “red” goals “green.”

IMPROVE BREAST CANCER SCREENING

- ▶ If you work in an LVPG practice, help women schedule their screening mammogram before they leave the office. Training on how to schedule with Breast Health Services is being offered through February.
- ▶ Promote preventive screenings to patients, family and friends ages 40-75.
- ▶ Tell women with a MyLVHN account that they can schedule their own screening mammogram on the schedule page without a prescription.

MEET HCAHPS INPATIENT EXPERIENCE GOALS

- ▶ If you work on a patient care unit, make sure bedside shift report, hourly rounding and nurse director rounding are standard work.
- ▶ Talk with leaders during PRIDE Rounding and share your ideas about ways we can make the patient experience even better.



ARE WE REACHING OUR GOALS?

As we strive to achieve our goals related to the Triple Aim (better health, better care and better cost), we'll use this chart to track our progress throughout fiscal year 2018.

- Green = Meeting our goal
- Red = Opportunity for improvement
- Grey = Data not yet available

Goal must be achieved at the end of fiscal year 2018 to earn a Shared Success Plan (SSP) bonus in October.
Results as of Jan. 16, 2018

- ▶ If you're an inpatient unit director or medical director, visit the new HCAHPS data portal. It provides detailed feedback from patient surveys that you can use to develop plans to make our patients' hospital stay even better.

OPTIMIZE COST PER PATIENT ENCOUNTER

- ▶ Continue to do everything possible to keep costs down, whether it is working more efficiently or using supplies prudently.
- ▶ Tell people how easy it is to access care at LVHN and encourage them to see us when they need care. The more people we care for, the more likely we are to achieve this goal.

LVHN Gets on National News for Innovative Flu Care – Watch the Broadcast

The flu is hitting communities hard across the country, including here at home. Emergency room (ER) volumes are up as more patients come down with high fevers, coughs, body aches and other flu-like symptoms. To address a surge in patients with the flu and other illnesses, LVH-Cedar Crest took an innovative approach to providing care that is once again garnering national attention, this time from [NBC Nightly News](#).

The 2013 flu season was the first time we erected the mobile surge tent at LVH-Cedar Crest. We erected it again this year in the parking lot outside the ER to handle a rise in patient volumes since the holidays. The surge tent is outfitted with the same equipment and personnel as our permanent ER. That novel approach allows us to care for more patients, more quickly and still provide the great care LVHN is known for. [Watch the news broadcast here.](#)





Go Red for Women's Heart Disease Awareness Feb. 2

One in three women dies of heart disease and stroke each year. In fact, it's the number one killer of women. You can help raise awareness about heart disease when you Go Red on Friday, Feb. 2. Then join millions of mothers, sisters, daughters and friends who are making a change to a healthier lifestyle to reduce their risk for heart disease and stroke.

TAKE A SELFIE WEARING RED

Help us show our community that LVHN supports heart disease awareness. Take a selfie wearing red or grab your colleagues for a Go Red group shot and send it to lvhn@lvhn.org. Please include your name, department and location along with other colleagues in the photo. Then watch for your photo on LVHN's social media channels.

VISIT OUR GIFT SHOPS

The fun continues at our gift shops where we are selling red shirts, bracelets, scarfs, heart health pins and other items to promote cardiac health and our "Little Red Dress" event sponsored by the LVH-Schuylkill Auxiliary.



'LITTLE RED DRESS' EVENT

"Many of our colleagues have been getting ready for Go Red day and our upcoming Little Red Dress event," says Mary Bardell, Auxiliary Liaison. "It is very important to increase awareness about the prevalence of heart disease."

Bardell and the Auxiliary are putting finishing touches on this year's Little Red Dress event, Sunday, Feb. 11 at the Ramada Inn in downtown Pottsville. Cardiothoracic surgeon Kelly Wanamaker, MD with LVPG Cardiac and Thoracic Surgery-Muhlenberg will serve as the featured speaker.

Entertainment includes Malulani Polynesian Dancers. More than 20 vendors will be on hand offering interesting and unique shopping experiences. Local restaurant Carmelo's Roman Delight will provide catering. The team from LVH-Schuylkill's Cardiac Rehab Unit and members of our Rehabilitation Services team will also be in attendance. For tickets, please email Mary.Bardell@lvhn.org or call 570-621-4242. Tickets are \$30 in advance and \$35 at the door.

Stay tuned for other fun Go Red activities that you and your colleagues can participate in. **Look for more information next week.**



Now Everyone Knows

Work was completed this week on new signage at LVPG Internal Medicine and LVPG Cardiology-Claude A. Lord.

Crews installed a new monument sign along PA Route 61 near East Norwegian Street and also added channel letters to the 106 South Claude A. Lord Boulevard facility. The lettering on the building is identical to that used throughout the health network and marks the first time the full lettering has been used here in Schuylkill County.

A new permanent monument was also recently installed at the Joseph F. McCloskey School of Nursing on the South Jackson Street campus.

CALENDAR OF EVENTS

Go Red – Wear Red Day

Friday, Feb. 2 • LVH-Schuylkill

"Little Red Dress" Event

Sunday, Feb. 11 • 12:30–5 p.m.
Ramada Inn, Pottsville

Stroke – Are You at Risk?

FREE Community Lecture
Tuesday, Feb. 20 • 6 p.m.
LVHN Rehabilitation Center-Schuylkill
300 Schuylkill Medical Plaza, Pottsville

Want the First Available Appointment? Schedule on LVHN.org.

Sometimes scheduling an appointment quickly is the most important factor in the decision-making of our patients when choosing to establish care with a new provider. When new patients want an appointment fast in family medicine, internal medicine, obstetrics-gynecology, pediatrics or urogynecology, they are now able to see first available appointments in those specialties and schedule with a Lehigh Valley-based provider on the list.

"Providing this option puts more control in the hands of patients and also allows LVHN to 'just say yes' by offering appointments today, tomorrow or the next day online," says Jim Demopoulos, Senior Vice President, Operations, LVPG.

Scheduling by first available appointment is just one more convenience among other call and click features that allows patients to schedule in the way they choose.

SCHEDULE BY PROVIDER

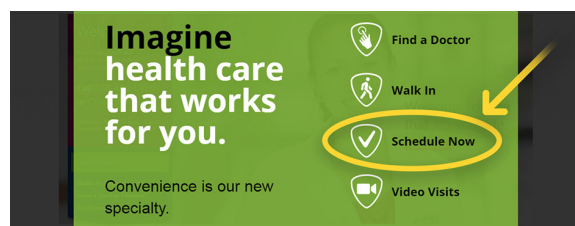
If someone prefers to choose their provider first, they can go to LVHN.org's Find a Doctor and schedule on the provider's profile.

SCHEDULE BY CALLING 888-402-LVHN (5846)

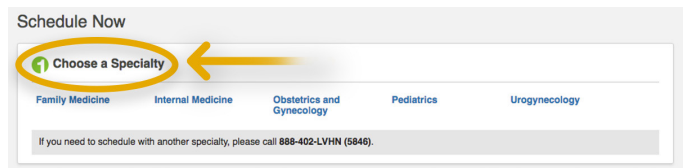
If someone prefers to call and discuss their options, they can call **888-402-LVHN** (5846).

SCHEDULE BY FIRST AVAILABLE APPOINTMENT

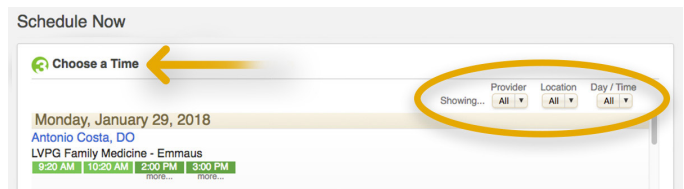
If you have friends or family who may need a new provider quickly, refer them to LVHN.org. Opportunities to "Schedule Now" and "Make an Appointment" are available throughout the website, and it's easy to schedule by first available appointment, as demonstrated here beginning on LVHN.org's homepage.



Next choose your specialty.



Then choose your time – or filter by provider, location or day/ time. And you're on your way to book that appointment.



WHAT'S NEXT?

This isn't the only way new patients will be able to schedule appointments with us. Healthgrades.com is an independent website where patients learn about and choose providers. Soon Healthgrades.com will take that experience a step further by providing the option to schedule appointments with 120 LVHN (Lehigh Valley-based) providers via their website. "If we are going to be accessible and convenient, we must be available wherever patients are looking for us," Demopoulos says. "That means offering appointments outside of our own LVHN.org and MyLVHN.org patient portal."

This delivers the retail experience that today's consumers expect. Think about when you schedule direct with an airline versus going through a service like Orbitz. We, too, need to be accessible in many different ways.

More information about Healthgrades.com and appointments with LVHN providers will be shared in the next few weeks.

PROFESSIONAL MILESTONES

WINTER 2017

Congratulations to the following nurses for achieving advanced certification.

Denise Daniels, RN, MCH, CLC
Jane Evans, BSN

Brianne Moyer, RN, MCH
Danielle Turrano, RN, MCH, CLC